

USPS Monthly PRC Report March 2018

The Postal Regulatory Commission referred 30 inquiries to the Postal Service in March 2018. Customers received responses on average within 7 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 22 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 7– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 1 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Smart dogs

Customers asked to help prevent attacks

The Postal Service is offering safety tips for customers during National Dog Bite Prevention Week.

The organization wants customers to:

- Use the [Package Pickup](#) option on usps.com to let USPS know if a dog is present at the address. The information will be sent to letter carriers' Mobile Delivery Devices.
- Keep the family dog in a separate room when letter carriers deliver mail or packages to your front door.
- Don't allow children to take mail directly from carriers because dogs sometimes view this as a threatening gesture.

USPS is also reminding customers that if a letter carrier feels threatened by a dog or if a dog is loose or unleashed, the animal's owner and neighbors may be asked to pick up their mail at a Post Office until the dog is secured.